



PROGRAMS

2000-01 Actual	2001-02 Budget	2002-03 Adopted	2003-04 Projected
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Administration/Customer Service

Water Resources Administration directs, plans and coordinates all water & sewer operations including treatment plants, wastewater collection and water distribution, meter reading and billing and reservoir operations; serves as liaison to State and Federal agencies; plans for long range water & sewer facility needs; coordinates water and sewer efforts to mesh with efforts of other City Departments to meet the long range goals of the City.

<i>Appropriation</i>	15,225,776	16,111,635	12,653,820	12,490,990
<i>Full Time Equivalent Positions</i>	48.75	49.25	51.25	51.25

Water Supply

The Water Supply Division maintains three surface reservoirs, treats raw water, distributes finished water, maintains all water tanks and water pump stations. The division also monitors system demand and sets daily flow rates accordingly. In addition, the division also performs water quality sampling and testing to ensure compliance with all state and federal standards.

<i>Appropriation</i>	7,130,931	9,390,135	9,317,700	9,579,210
<i>Full Time Equivalent Positions</i>	40.50	40.50	40.50	40.50

Water Reclamation

The Water Reclamation Division accepts all liquid waste generated by the residential and commercial community, treats that waste and discharges it in a manner that is consistent with the requirements of environmental law.

<i>Appropriation</i>	9,151,043	12,794,535	12,331,235	13,119,980
<i>Full Time Equivalent Positions</i>	69	86	86	86

Distribution and Collection Operation and Maintenance

This division constructs, maintains and repairs the water & sewer pipes, sewage pump stations and metering system, and installs all new customer connections.

<i>Appropriation</i>	7,255,598	7,440,755	8,007,950	8,239,405
<i>Full Time Equivalent Positions</i>	140	123	124	124

Debt Service

Funding used to make debt principal and interest payments is derived from operating revenues.

<i>Appropriation</i>	18,305,352	9,937,750	12,021,280	12,792,050
<i>Full Time Equivalent Positions</i>	0	0	0	0

Departmental Goals & Objectives

- Maintain water and wastewater rates competitive with other major North Carolina cities (see graph on page 78).
- Complete all phases of the Osborne Treatment Plant expansion project by February of 2003.
- Complete termination of consent order conditions by 2003.
- Maintain compliance with State and Federal operating permits for the water and wastewater systems.



PERFORMANCE MEASURES

	2000-01 Actual	2001-02 Budget	2002-03 Projected	2003-04 Projected
<u>WORKLOAD MEASURES</u>				
• Number of water customer accounts	88,550	90,050	91,550	93,000
• Number of Significant Industrial Users (SIU)	39	40	40	41
• Number of meters read annually	478,521	484,570	491,505	501,400
• Average water MGD treated daily	33.6	34.0	34.3	34.6
• Average wastewater MGD treated daily	31.3	31.5	31.8	32.0
<u>EFFICIENCY MEASURES</u>				
• Maint. personnel per 100 miles of sewer line	3.05	3.00	3.04	3.03
• Maint. personnel per 100 miles of water line	1.70	1.65	1.68	1.65
• Water system capacity (% daily production compared to safe yield)	88%	89%	85%	82%
• % of wastewater system capacity utilized	68%	56%	57%	58%
• Ratio of water gallons sold to gallons pumped	91%	92%	92%	92%
<u>EFFECTIVENESS MEASURES</u>				
• Percent of customers rating service received as good or excellent	88%	90%	92%	92%
• Percent of weeks compliant with NPDES permit	95%	98%	100%	100%
• Percent of customer service telephone calls answered to industry norms	90%	90-92%	92-96%	92-96%

BUDGET SUMMARY

	2000-01 Actual	2001-02 Budget	2002-03 Adopted	2003-04 Projected
Expenditures:				
Personnel Costs	12,674,814	13,545,595	13,955,250	14,579,915
Maintenance & Operations	43,611,026	39,701,610	38,557,290	40,293,495
Capital Outlay	782,860	2,427,605	1,819,445	1,348,225
Total	57,068,700	55,674,810	54,331,985	56,221,635
Total FTE Positions	298.25	298.75	301.75	301.75
Revenues:				
Water and Sewer Services	41,928,046	44,600,000	44,092,000	48,000,000
Assessments	78,640	700,000	700,000	700,000
Capacity Use Fees	3,015,228	2,600,000	2,800,000	2,800,000
Industrial Waste Control	719,057	700,000	700,000	700,000
Water Line Connections	487,945	500,000	500,000	500,000
All Other	13,331,179	1,916,950	1,875,440	1,883,285
Appropriated Fund Balance	2,736,910	4,657,860	3,664,545	1,638,350
Total	62,297,005	55,674,810	54,331,985	56,221,635

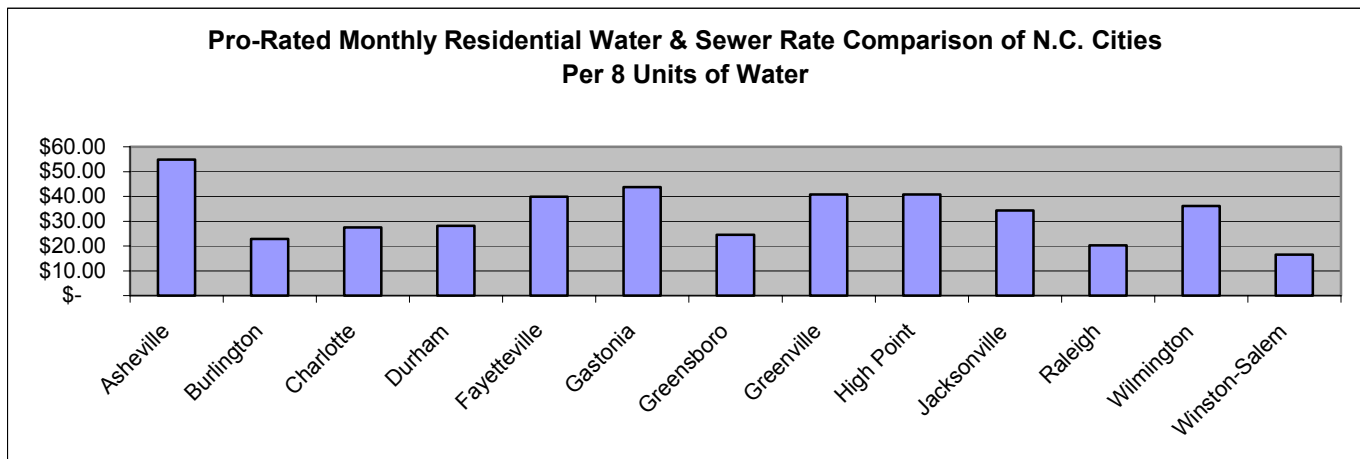
BUDGET HIGHLIGHTS

FY 02-03

- Overall budget decrease of \$1.34 million (or 2.41%) as compared to FY 01-02.
- Budget suspends \$3,300,000 transfer to Water & Sewer Capital Reserve Fund.
- FY 02-03 reflects a \$2,103,570 increase in debt service payments associated with Water and Sewer Bond Retirement.
- \$200,000 increase in transfer to Water & Sewer Capital Improvement Fund to \$3,700,000 annually.
- A variety of capital outlay purchases and improvements are planned for Mitchell, Lake Brandt, Osborne and North Buffalo plants; including \$291,960 of capital items being carried forward from the previous year.
- Indirect cost charges of \$2,300,000 are being assessed to the Fund to continue to more fully reflect the true cost of operations for Water Resources.
- Budget reflects a 9% rate increase beginning January 2003 to help offset debt service expenses associated with a variety of capital improvements, the continuing costs of purchased water and continuing costs to meet environmental regulations.
- A \$3,664,545 fund balance appropriation is included in FY 02-03.
- Two new positions have been included in FY 02-03 including a Meter Services Technician and an Electronic Technician.

FY 03-04

- Overall budget increase of \$1.89 million (or 3.48%) as compared to FY 02-03.
- FY 03-04 reflects a \$730,945 increase in debt service payments associated with Water and Sewer Bond Retirement.
- Continuation of indirect cost charges of \$2,300,000 being assessed to the Fund to more fully reflect the true cost of operation for Water Resources.
- Budget reflects a 9% rate increase beginning January 2004 to help offset debt service expenses associated with a variety of capital improvements, the continuing costs of purchased water and continuing costs to meet environmental regulations.
- A \$1,638,350 fund balance appropriation is included in FY 03-04.
- No new positions have been requested in FY 03-04.



Rates as of 01/2002
(1 Unit = 748 gallons)

